

Delivery & Access Policy

Kognuit | Contact: support@kognuit.com

This Delivery & Access Policy explains how Kognuit digital products are delivered, how access is provided, and what to do if paid content does not appear in your account.

1. Digital Product

Kognuit is a digital language-learning product. No physical product, book, disc, USB device or other physical item will be shipped. There are no shipping or physical delivery charges unless a future product expressly states otherwise before purchase.

2. What Is Delivered

A purchase of Kognuit Spanish Complete provides access to the complete Kognuit Spanish listening program described on the purchase page. The current product includes:

- 660 audio recordings;
- content organised from A1 through C2;
- access through the Kognuit account associated with the purchase;
- the Kognuit web audio player;
- optional supporting text where available;
- saved listening progress where supported; and
- product corrections and reasonable updates.

The exact product description displayed at checkout controls your purchase. Purchasing Spanish Complete does not automatically include future languages, separate products, premium interactive services or other paid additions unless the purchase page expressly says that they are included.

3. Delivery Time

Kognuit access begins only after Paddle confirms a completed transaction through Kognuit's verified payment notification, the purchase is matched to an active Kognuit account, and the corresponding entitlement is activated. A checkout success page by itself does not deliver or grant access. Paddle acts as Merchant of Record and authorised payment reseller when shown at checkout. Paddle processes payment, indirect tax, the receipt or invoice, and payment-related support. Inicijalna Vizija d.o.o. operates Kognuit and delivers the digital product through the Kognuit account. Delivery is normally immediate after verified completion. A short delay may occur because a payment is pending, fraud or security review is underway, the account email or binding is incorrect, or a temporary technical incident prevents the signed notification from completing.

4. Account Used for Delivery

Your purchase entitlement is attached to the authenticated Kognuit account that starts checkout. Paddle Checkout is prefilled with that account email where supported. The internal purchase intent and provider transaction are also bound to that Kognuit user. You are responsible for entering accurate information and retaining access to your Kognuit email. If paid access does not appear, contact support@kognuit.com with your account email and Paddle order or transaction number. Do not send complete card details.

5. Access Method

Unless the purchase page expressly states otherwise, Kognuit is provided through online streaming in the Kognuit web application. A download or offline-use licence is not included unless a download function is expressly offered. You may use Kognuit on a reasonable number of personal devices, but access is limited to the individual purchaser or authorised user. Account sharing, resale and redistribution are prohibited.

6. Immediate Access and Withdrawal

By requesting immediate access, you ask us to begin supplying the digital content before the end of any statutory withdrawal period that may apply. Where required by law, checkout will separately request your express consent to immediate supply and your acknowledgement of the effect this may have on a statutory withdrawal right. The separate Kognuit 14-day money-back guarantee remains available in accordance with the Refund Policy.

7. Lifetime Access

Where the purchase page promises lifetime access, this means access to the purchased version of the product for as long as Kognuit continues to operate and make that product available. Lifetime access:

- is provided through your personal account;
- requires no recurring subscription payment;
- does not expire merely because you have not listened for a period of time;
- does not include unrelated future products unless expressly stated;
- is subject to the Terms of Service;
- ends when the purchase is refunded;
- may end if you request deletion of the account data needed to provide access; and
- may be terminated following a serious breach such as unauthorised redistribution, account resale or payment fraud.

We may update the player, hosting system, audio format, voices, transcripts or organisation of the content. Such changes will not intentionally remove the material core value of the product purchased.

8. Technical Requirements

To use Kognuit, you need:

- a compatible internet-connected device;
- a reasonably current web browser;
- working audio output, headphones or speakers;
- a stable internet connection;
- an active Kognuit account; and
- JavaScript and essential cookies enabled where required for login and playback.

Internet, mobile-data, device and telecommunications costs are your responsibility. Older devices, unsupported browsers, modified operating systems, aggressive browser extensions, network firewalls or disabled cookies may interfere with the Service.

9. Availability and Maintenance

We aim to provide reliable continuing access, but access may occasionally be interrupted by maintenance, updates, security incidents or circumstances outside our reasonable control. Where reasonably possible, maintenance will be scheduled to minimise disruption. A short interruption does not constitute permanent non-delivery. However, if you are unable to access paid content for a material period, contact us so that we can investigate and restore access.

10. Product Updates

We may make corrections and improvements to:

- recordings;
- pronunciation;
- scripts and transcripts;
- sequencing;
- player functionality;
- compatibility;
- accessibility;
- security; and
- account systems.

An update may replace an earlier recording or version. You are entitled to access the current version made available as part of your purchased product. Updates do not automatically include a separate future language, unrelated product or separately priced service.

11. Permanent Discontinuation

If we permanently discontinue the purchased product, we will use commercially reasonable efforts to:

- provide reasonable advance notice;
- preserve access for an appropriate transition period; and

- where legally and technically feasible, offer an alternative access method or downloadable equivalent.

Any mandatory consumer remedies remain unaffected.

12. Failed or Missing Delivery

If payment was completed but access does not appear:

1. confirm that you are logged into the account using the email address used for payment; 2. check whether

you received a payment confirmation; 3. sign out and sign in again; 4. allow a short period for a pending payment to complete; and 5. contact support@kognuit.com if access is still missing. Include your:

- account email;
- order or transaction number;
- purchase date;
- charged amount; and
- screenshot of the payment confirmation, where useful.

Do not send your full card number or card security code by email. We will investigate and either activate the purchased access, explain why payment was not completed, or provide an appropriate remedy.

13. Refunds

Delivery and access issues are covered by the Refund Policy and mandatory digital-content conformity rights. Kognuit's 14-day money-back guarantee remains unchanged. An approved full refund or chargeback revokes the corresponding paid-product entitlement. Pending or rejected refunds are recorded without automatic revocation; partial refunds are reviewed. A valid later repurchase may restore access after its completed transaction is independently verified.

14. Contact

For delivery or access problems, contact support@kognuit.com.